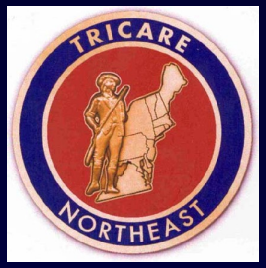


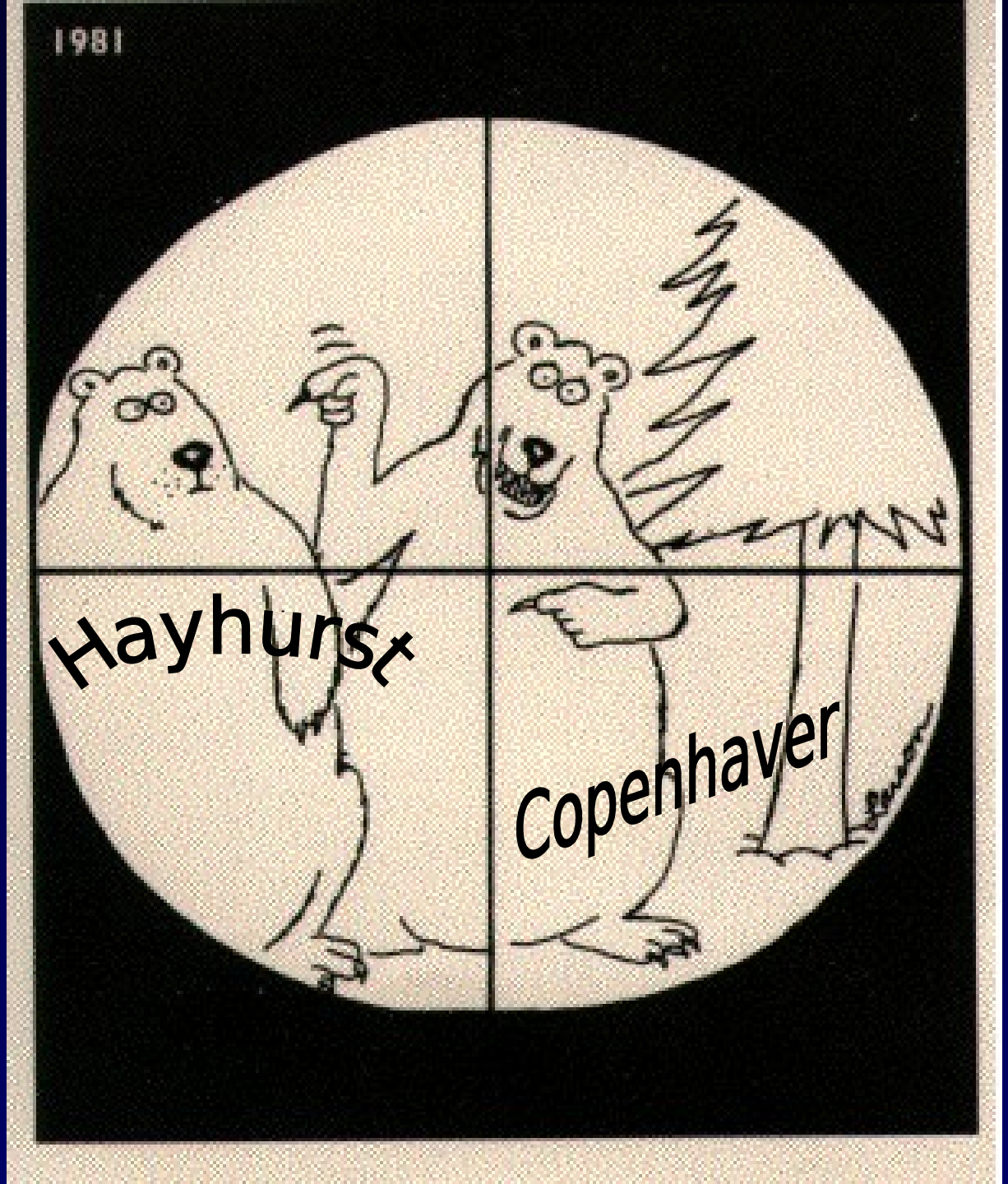
TRICARE Online

Newport DBS V Conference

April 4, 2002

CDR Mark Copenhaver, NC, USN

Lt Col Jan Hayhurst, USAF, NC


1981
Hayhurst
Copenhaver

Background

- TRICARE Online (TOL) created to:
  - Provide a common, secure, state-of-the-art DoD enterprise portal
  - Increase access to care
  - Facilitate population health management and MHS optimization

Advantages of *TOL*

- Reduces non-value added activities/costs:
  - Enrollment - Claims Processing
  - Appointing - Referrals and authorizations
- 24/7 access to services and benefits
- Promotes population health and disease management initiatives
- Single platform developed to integrate new web-based capabilities for all MHS facilities

Current Capabilities

- Access: Security & Privacy
- Features:
  - Benefits explanation
  - Online primary care appointing
  - Micromedex Consumer Drug Catalogue
  - Online drug interaction checker
  - Tool to create personal health journal
  - 18M pages of trusted health content information
  - Scalable platform that expands easily for worldwide deployment

Future Plans for TOL

- Provider & manager secure access to CHCS
- Web-based pharmacy refill (MTFs)
- Appointment reminder capability
- Drug renewal request
- Routine tests request
- Web-based HEAR survey
- Face-to-face authentication security solution
- Provider-Patient secure email

Deployment

- Prototype testing since June 01:
  - Rader Clinic, Ft Myer, VA
  - Malcolm Grow Medical Center, MD
  - Naval Hospital Cherry Point, NC
  - Naval Hospital Camp Lejeune, NC
- Regional deployment to NCA, Regions 9 and 11, and Central Europe
- Worldwide deployment by end of April 2003

TOL Sites – May 2002

11th Medical Group, Bolling AFB	Giebelstadt Health Clinic	Naval Medical Clinic, Annapolis
30th Medical Group, Vandenberg AFB	Giessen Health Clinic	Naval Medical Clinic, Patuxent River
469th Air Base Group, Rhein Main Air Base	Grafenwoehr Health Clinic	Naval Medical Clinic, Quantico
470 Air Base Squadron, Geilenkirchen Air Base	Hanau Health Clinic	Naval Medical Clinic, Sugar Grove
61st Medical Squadron, Los Angeles AFB	Heidelberg MEDDAC	Naval Medical Clinic, Washington Navy Yard
62nd Medical Group -- McChord Air Force Base	Hohenfels Health Clinic	NAVSTA 32nd St Branch Medical Clinic
86th Medical Group, Ramstein	Illesheim Health Clinic	North Island NAS Branch Medical Clinic
92nd Medical Group -- Fairchild Air Force Base	Kaiserslautern Army Health Clinic	NTC Branch Medical Clinic
95th Medical Group, Edwards AFB	Katterbach Health Clinic	Patch/Stuttgart Health Clinic
Andrew Rader U.S. Army Health Clinic	Kimbrough Ambulatory Care Center, Ft Meade	Point Mugu
Andrews AFB/Malcolm Grow Medical Center	Kirk Army Health Clinic, Aberdeen Proving Ground	Port Hueneme
Babenhausen Health Clinic	Kitzingen Health Clinic	Robert E. Bush Naval Hospital (29 Palms)
Bad Aibling Health Clinic	Landstuhl Regional Medical Center	San Clemente Branch Medical Annex
Bamberg Health Clinic	Livorno Army Health Clinic	San Nicolas Island
Barquist Army Health Clinic, Ft Detrick	Madigan Army Medical Center	Schweinfurt Health Clinic
Baumholder Army Health Clinic	Mannheim Health Clinic	Seal Beach
Bitburg/Spangdahlem (52 Med Gp)	MCRD Branch Medical Clinic	SHAPE Health Clinic
Branch Medical Clinic, Naval Air Facility Washington	Miramar MCAS Branch Medical Clinic	TOC Oceanside
Buedingen Health Clinic	NAB Coronado Branch Medical Clinic	TOC Primary Care Chula Vista
Butzbach Health Clinic	National Naval Medical Center, Bethesda	TOC Primary Care Clairemont Mesa
Coleman Health Clinic	NATO Health Clinic	Uniformed Services University of the Health Sciences
Darmstadt Health Clinic	Naval Hospital Bremerton	USCG Clinic -- Seattle
Dewitt Army Community Hospital	Naval Hospital Bremerton, Bangor Medical Clinic	Vicenza Army Health Clinic
Dexheim Army Health Clinic	Naval Hospital Bremerton, Everett Medical Clinic	Vilseck Health Clinic
DiLorenzo TRICARE Health Clinic	Naval Hospital Bremerton, Puget Sound Clinic	Walter Reed Army Medical Center
Dunham Army Health Clinic, Carlisle Barracks	Naval Hospital Camp Lejeune	Weed ACH, Fort Irwin
El Centro NAF Branch Clinic	Naval Hospital Cherry Point	Wiesbaden Army Health Clinic
Fairfax Family Health Center	Naval Hospital Oak Harbor	Woodbridge Family Health Center
Fort MacArthur Clinic	Naval Hospital, Camp Pendleton	Wuerzburg US Army Hospital
Friedberg Health Clinic	Naval Medical Center, San Diego	

Before paper and scissors

TRICARE Online is a Department of Defense (DoD) computer system. Use of this site is governed by multiple DoD policies and terms outlined in the center area. Many of these policies are designed to protect the privacy of your personal information. We encourage you to review these policies.

ACCESS TO TRICARE Online IS CONTINGENT ON YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS OUTLINED IN THE CENTER AREA.

TRICARE Online Privacy and Security Policy

I have read the conditions and terms below and agree to them.

I Agree I Disagree

Introduction
Privacy Act Warning
Privacy Act Statement
Security of Information
Family Members and Privacy
Registration and Login
The Use of Cookies
Password Protection
Medical Disclaimer
Logging Out
Exit Site Notice
Saving of Passwords by Browsers
Surveys, Questionnaires, and Polls
Changes to This Policy

Introduction

We know that privacy and security of information matters to you. We respect your privacy and have taken measures to provide appropriate levels of security to protect your personal information. We will never release your name, street address, telephone number, e-mail address or any other personal information to unauthorized users. We deploy computer security technology to protect any information you provide to us. We may at times distribute aggregate (anonymous, collected statistical data) information about our users within the Department of

TRICARE Online

Home

Search

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- Site Registration
- My Personal Page
- Services and Benefits
- General Health Info
- Kids
- Providers and Administrators
- Government Service Links

TRICARE is the healthcare program for active duty and retired service personnel, their eligible family members and survivors. TRICARE combines both military and civilian services to deliver high quality healthcare.

TRICARE Online is brought to you by your local Medical Treatment Facility, its civilian Managed Care Partner, and the Department of Defense. These entities form the TRICARE Healthcare Team dedicated to providing you with the best care possible.

TRICARE Online is currently in prototype testing at Camp Lejeune Naval Hospital, Cherry Point Naval Hospital, DeWitt Army Community Hospital - Rader Clinic, and Malcolm Grow Medical Center.

New users! Click Here TO LEARN MORE ABOUT TRICARE ONLINE

TRICARE Online is a prototype web site in its early stages of development. As we begin to use it, we expect problems or "bugs" to surface. We ask for you earnest observations as you make use of the system. This is your opportunity to make a difference in the way the Military Health System takes care of its own. If you experience any problems while using this website, have any questions, or feel there are ways that we can do

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Services and Benefits
- Appointments
- Claims
- Dental
- Enrollment
- Pharmacy
- What's on Horizon
- TRICARE Info Center

General Health Info
Kids
Providers & Administrators
Govt. Service Links

Pharmacy

TRICARE provides comprehensive, flexible and convenient pharmacy benefits.

Find practical information about your pharmacy benefits like:

- Filling prescriptions under TRICARE
- Costs and co-pays for each pharmacy option

TRICARE Online Medication Information
A complete guide that covers everything you need to know about a host of over-the-counter and prescription medications. Look up drug-related information, such as:

- Indications for use
- Dosage and frequency
- Precautions

TRICARE Online

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TRICARE Beneficiary Registration

You must register to access the features of TRICARE Online. **Only eligible beneficiaries and military health system providers/managers are eligibl register as users of this site.**

All information requested is used in a secure manner in compliance with government regulations.

Personal Information

Last Name | First Name | MI

My Personal SSN or Foreign ID

___ - ___ - ___ SSN FID

My Sponsor's SSN or Foreign ID

___ - ___ - ___ SSN FID

TRICARE

TRICARE Online

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My Sponsor's SSN or Foreign ID

[ ] - [ ] - [ ] SSN FID

My Family Member Prefix (FMP)

[ ]

Date of Birth

[ ] [ ] Year [ ] *(e.g. 1978)*

Service Affiliation

[ ]

TRICARE Region

[ ]

Email Address

[ ]

(Encouraged, but optional)

Submit

My Healthcare Team
Services and Benefits
General Health Info
Add To Health Content Favorites
Manage Health Content Favorites
Condition Explorer
Be Well
Get Answers
RxChecker
Health Calculator
Anatomy Explorer
My Health Journal and Tools
Favorites
Desktop Tools
Government Service Links

Be Well

Conditions & Concerns

Whether the diagnosis is a common cold or a more complicated condition, look to the Conditions Centers for a thorough review.

Medications

Get informed on the latest in pills and caplets before your next trip to the doctor or pharmacy.

Women's Health

Considering pregnancy, a self-defense class, or HRT? Check here for timely, practical features on issues of interest to women of all ages.

Sexuality & Health

From kissing to conceiving, this section offers responsible and entertaining features on topics you may be too shy to ask about.

Alternative Health

Look here for reviews you can trust of herbs and treatments. Also featured are a regular column and Q & A by a physician with expertise in alternative medicine.

Aging & Health

These features on eating, exercising, and living will help you stay healthy well into your golden years, while

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Manage Health Content Favorites
Condition Explorer
Be Well
Get Answers
RxChecker
Health Calculator
Anatomy Explorer

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Women's Health

This Week's Feature

In her own words: living with premenstrual syndrome

What if PMS was waking you up at night, causing anxiety attacks, and making you feel emotional and bloated for most of the month? That is how PMS affected Regina's life. Read her story...

Also Inside

Visit our women's health library of articles on the following topics:

- The childbearing years
- Health
- For women only
- Exercise
- Growing older
- Improving your lifestyle
- Treatment and medication

Women's Conditions

- Breast cancer
- Cervical cancer
- Endometriosis
- Gestational diabetes
- Infertility
- Menopause Center
- Osteoporosis
- Ovarian cancer
- Premenstrual syndrome
- Toxic shock syndrome (TSS)
- Uterine cancer
- Uterine fibroids
- Yeast infection

Women's Medical Procedures

- Breast biopsy
- Cesarean section
- Endometrial biopsy
- Hysterectomy
- Mammogram
- Mastectomy
- Myomectomy

My Healthcare Team
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- Region
- TRICARE Info Center

Services and Benefits
General Health Info
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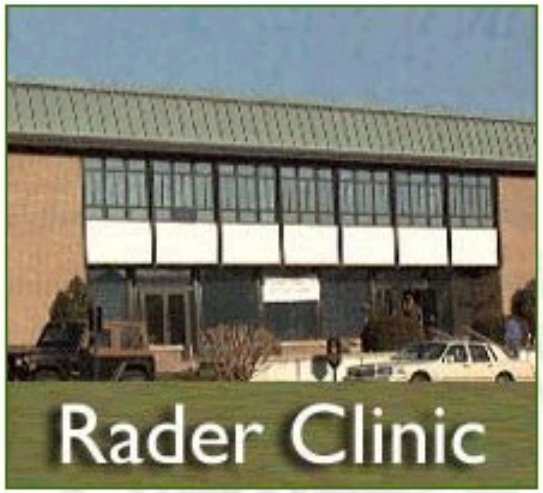
Andrew Rader U.S. Army Health Clinic

09/09/2001



Andrew Rader U.S. Army Health Clinic
401 Carpenter Road, Bldg #525
Fort Myer, VA 22211-1101

Get driving directions to your MTF!

Announcements

Region

Toll Free Telephone Listings
All the toll free phone numbers for the TRICARE Northeast area.

Check to see if you qualify for TRICARE Prime Remote .

How Does FY2001 NDAA TRICARE For Life Affect Me?

MTF

New Weekend and Holiday Hours.
Effective 4 July 2001, Andrew Rader U.S. Army Health Clinic will change its weekend and

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Provider Directory

Default Vie
Show all provide
Show all manage
Show all providers/manage

Welcome to your Provider Directory!

Provider Name	Remove From Your Providers

Other Providers in your MTF

Provider Name	Home Page Available	Add To Your Providers
Arose, Sandra	☑	Add
Bloom, Marvin	☑	Add
Bomar, Lamar	☑	Add
Congdon, Timothy	☑	Add

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CPT Congdon's Page for Patients

09/09/2001

CPT Timothy Congdon, PA-C
Regimental Medical Officer
3rd US Infantry 'Old Guard'
U.S. Army

My Practice:
Providing quality, compassionate and comprehensive health care to members of the 3rd Infantry, the 'Old Guard', while focusing on readiness and health promotion.

Specialty: Physician Assistant
State of Licensure: WA

Foreign Languages: None

Announcements

MTF

New Weekend and Holiday Hours.
Effective 4 July 2001, Andrew Rader U.S. Army Health Clinic will change its weekend and holiday operating hours.

News Articles

MTF

ADDITION OF PRUDENT LAYPERSON STANDARD TO TRICARE
The TRICARE Office of the Lead Agent (OLA) has recently

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result in Point-of-Service charges.

Main Clinic Location:
Old Guard Regimental Aid Station
246 Wainwright Road
Fort Myer, VA 22211

Get Driving Directions to the Clinic!

Phone: 703-696-3325

Phone Directory

Andrew Rader U.S. Army Health Clinic Telephone Directory

Telephone Directory

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Five Steps to Safer Healthcare

Patient Rights and Responsibilities

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Directory

Telephone Directory

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Five Steps to Safer Healthcare

- Tips for Patients and their Families on How to Receive Safer Healthcare

Patient Rights and Responsibilities

- Patient Bill of Rights
- Patient Responsibilities

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Get Driving Directions to the Clinic

MAIN ADDRESS:
246 Wainwright Road
Fort Myer, VA
22211

Enter Your Address below:

City: State: ZIP:

Get Directions

- My Healthcare Team
- Services and Benefits
- General Health Info
- My Health Journal and Tools
- Favorites
- Desktop Tools
- Government Service Links

TRICARE Online now offers this Primary Care Appointing feature.

This feature allows TRICARE Prime beneficiaries enrolled at Medical Treatment Facilities (MTFs) to schedule routine and established Primary Care appointments.

However, before making an appointment, you should consider the other options available to fill your healthcare needs. For example, many healthcare questions and needs can be addressed online, or by calling the nurse advice line at 1-800-308-3518.

Here is a list of appointments that you have previously booked through this website:

Date: 3/4/02 2:00 PM
Health Care Provider: NGUYEN,DUONG
Location: FAM PRACTICE RA

Cancel this appointment

General Health Info

Helpful links:

Women's Health Guide
Men's Health Guide
Parent's Health Guide (Information for Children)

- My Healthcare Team
- Services and Benefits
- General Health Info
- My Health Journal and Tools
- Favorites
- Desktop Tools
- Government Service Links

Senior's Health Guide
Mental Health Guide
Sports Health Guide
Condition Explorer

In Spanish:
Guía de Salud en Español (Spanish Health Guide)

Book an Appointment

TRICARE Prime beneficiaries enrolled at Medical Treatment Facilities can make appointments with their assigned Primary Care Manager (PCM)(i.e. physician, physician's assistant, or nurse practitioner) or with another healthcare provider in the same Primary Care Manager Group. If you need to make an appointment, please select the appropriate appointment type and click the "View Available Appointments" button below:

- The **Routine** appointment type should be selected if you require an office visit with your primary care manager for a NEW health care problem that is not considered urgent.
- The **Established** appointment type should be selected to schedule follow-up care per direction of your primary care manager (PCM). It is designed for patients who request a follow-up appointment with the PCM that is not for acute health care, routine, initial PCM appointments, wellness or to have a procedure performed.

Appointment Type: Routine

View Available Appointments

Pick an Appointment

Shown in the calendar below are the available appointment slots with NGUYEN,DUONG, at FAM PRACTICE RA.

The green dates fall within access standards.
Please click on the time that you are interested in booking.

March 2002

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4 13:20 15:00	5 14:00 15:00	6 09:40 15:00	7 13:20 14:00 15:00	8 13:20 14:00	9
10	11 09:20	12 08:40 09:20 13:20 14:00 15:00	13 15:00	14 09:20 13:20 14:00 15:00	15	16
17	18	19	20	21	22	23
24	25 09:20 10:00 13:20 14:00 15:00	26 08:40 09:20 13:20 14:00 15:00	27 09:40 15:00	28 13:20 14:00 15:00	29 08:40 09:20 10:00 13:20 14:00 15:00	30
31						

April 2002

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15					